

April 2005

NEWS

RESULTS Customer Survey Your Chance To Tell RESULTS What You Think!

On March 17, 2005, we launched our first in a series of customer surveys in an attempt to capture feedback and assess the services we provide our customers in the RESULTS National Contracting Service. The first phase focuses on the account and fund management functions. Only those who recently submitted a Standard Authorization Document (SAD) received a survey form via email. Later in the year, we will be sending another survey with emphasis on our Contract Management and Technical Officer services. In the future, we hope to automate the process and imbed surveys into our eRESULTS web site for ease of use. We look forward to your responses and thank you for your participation.

New Web Address for RESULTS!

Things To Do Today:

1. Change bookmark from the old ROL site to the new eRESULTS site,
<http://www.results.faa.gov/> ✓
2. Test your new bookmark and visit RESULTS web site. ✓
3. From the "Welcome to RESULTS" page, click on the eRESULTS link to Logon and go to your Workbench. ✓
4. Or, from the "Welcome to RESULTS" page, click on the link "new Printable brochure" and read all about RESULTS! ✓

RESULTS Team Members Going and Coming

Join RESULTS in offering best wishes and good luck to three members of the RESULTS Team as they move on to other venues. Ken Frengs, Washington DC Sales Representative, retired December 31, 2004. Keith L. Miller, Technical Officer, retired March 31, 2005. Troy Slezak was promoted to a supervisor in another FAA Logistics Center organization.

Joining the Oklahoma City RESULTS Team as Technical Officer is Bruce Myers. Bruce brings 22 years of FAA service to RESULTS. He served eleven years as a technician and eleven years as a Navigation, Landing and Weather supervisor. Also, Jeff Turner, who recently spent 6 months with RESULTS, is returning permanently. Jeff is a Mechanical Engineer and brings an engineer's point-of-view to the Technical Officer position.

Joining the Oklahoma City RESULTS Team as Contracting Officers are Tim Young, Rick Conyac, and Debra Srite.

Tim Young is the RESULTS Lead Contracting Officer. Tim brings almost 22 years of Federal Service with Tinker Air Force Base and the US Marshals Service. He is a Certified Federal Contracts Manager and Certified Professional Contracts Manager. Tim has a Bachelor of Science in Education and Social Sciences from Northeast Missouri State University.

Debra Srite has 9 years of Federal Service as an Information Technician and a Contracting Officer. Debra is a Certified Professional Contracts Manager and a Certified Purchasing Manager. Debra received her M.B.A. from Oklahoma City University.

Rick Conyac came to RESULTS from Tinker AFB. He has 16 years of Federal Service as a Contracting Officer. Rick received his Bachelors of Business Administration from Wichita State University.

Funding For RESULTS Service Orders

Is your contract approaching a new option period? RESULTS has recently developed a new process to obtain greater severability of funds between fiscal years. RESULTS Service Order Numbers will now be unique for each base year and every option year (period of performance) thereafter. Before sending in funds for the next option period, please contact one of our Technical Officers well in advance to initiate a NEW RESULTS Service Order Number and make any updates to the Statement of Work, if applicable.

Customer Status Reports To COTRs

Funds tracking made simple. RESULTS will begin emailing monthly Customer Status Reports to each COTR. These are account summaries that show the cumulative activity for all SADs received, awards processed, and invoices approved to date. Until eRESULTS is capable of producing such reports, these reports will be generated from our internal database and emailed in PDF format to each COTR. If you have any questions or find any discrepancies with these reports, please contact us.

To help RESULTS ensure the reports are distributed to the correct COTR, we ask that COTR designations be updated with your Contracting Officer. COTRs must review the authority and responsibilities listed in the COTR Letter of Designation and meet annual training requirements to keep certificates up to date. At least eight hours of COTR refresher training is required annually. See the AMQ website (<http://amqinet.amc.faa.gov>).

JUST A NOTE:

To access your Workbench, go to <http://www.results.faa.gov> and click on “eRESULTS Login.”

New SAD's

Continual improvement for quick results. In an effort to streamline the process, we are redesigning the SAD. It will be available soon. As a reminder, when submitting a SAD to the RESULTS office (ie: Fax or Scan Email) please make sure you allow ample time for us to process the document as the Contracting Officer cannot place funds on contract until the required coordination process is complete.

Update Of Adobe

Are invoice attachments in eRESULTS opening slowly for you? We have discovered that if you have an older edition of Adobe Reader, PDF attachments will open slowly and maneuvering through pages takes longer. To upgrade to the latest version of Adobe Reader, please visit www.adobe.com.

Mid-Year Review

Begin planning now! It is time to review the status of your projects and start looking at your future requirements and funding documents. September 30 is fast approaching. Don't wait until the last minute and let RESULTS year-end deadlines sneak up on you and cause you stress and waste of time! They are manageable and preventable.